



Wichita Alarm Program
455 N Main – 4th Floor
Wichita, KS 67202
Phone: 316-268-4115

Alarm Companies

Frequently Asked Questions

Q: Where do alarm business license applications and renewals need to be mailed to?

A: City of Wichita Licensing Department, 455 N Main – 1st Floor, Wichita, KS 67202.

Q: How long does it take to process licenses, and how will the company know whether our license was approved or denied?

A: License applications and renewals take up to thirty (30) days to be processed. If the application or renewal is denied, a letter will be mailed to you citing the reason for the denial. If the license is approved, you will receive the license in the mail.

Q: How do alarm customers become registered with the Wichita Alarm Program?

A: The Wichita Alarm Ordinance requires alarm companies to register the alarm permits for their customers. Registration is completed using an Excel spreadsheet which is submitted to Crywolf through email. Crywolf will return the spreadsheet with the permit information for each customer, and the alarm company is required to retain the permit information in their customer database. Permits are \$25.00 each, and permit requests will be completed within one (1) to two (2) business days, excluding weekends and holidays. When you receive the permit numbers from Crywolf, an invoice for all permit fees will be included and must be paid within thirty (30) days. To request the formatted spreadsheet, submit permit requests, or for any questions, please email Crywolf at wichitaks@publicsafetycorp.com.

Q: Are there penalties for failing to register a customer's alarm system?

A: Yes. If a customer has a false alarm, and their alarm system has not been registered, the alarm company will be subject to a \$150.00 administrative penalty, and the \$25.00 permit fee will be automatically billed to your account. If the permit fee is not paid within thirty (30) days and the customer has further false alarm activations, the alarm company can be subject to further \$150.00 administrative penalties and late fees.

Q: Do I need to notify the Wichita Alarm Program when a customer cancels their alarm service?

A: Yes. All alarm companies should be sending in a customer cancellation list on a monthly basis to the Crywolf email listed above. Please also notify us if a customer moves to a new location or the name on the contract changes, so we can close the old permits and help you create new permits for your customers. Our goal is to keep the information in our database as current and correct as possible.